

*The* ROYAL MARSDEN  
NHS Foundation Trust

# Job description **Healthcare Support Worker**



**NHS**

At The Royal Marsden, we deal with cancer every day, so we understand how valuable life is. And when people entrust their lives to us, they have the right to demand the very best. That's why the pursuit of excellence lies at the heart of everything we do.



Life demands excellence



## Dear candidate,

Thank you for applying to join the nursing team at The Royal Marsden. This candidate pack contains all the information you need to apply for the post.

The Royal Marsden has a vital role in championing change and improvement in cancer care through research and innovation, education and leading-edge practice. We are incredibly proud of our international reputation for pushing the boundaries and for our groundbreaking work ensuring patients receive the very latest and best in cancer treatment and care.

At the centre of the hospital are our dedicated nursing staff. Being part of the nursing team at The Royal Marsden means being at the forefront of cancer nursing across the world.

With over 1100 registered nurses we are able to offer a wide range of internal appointments and a range of flexible working possibilities.

We also offer a blend of NHS and Private Care opportunities, as well as community nursing roles. Nurses are also heavily involved in the hospital's research agenda and we encourage continued professional development both through The Royal Marsden School and external centres.

At The Royal Marsden, our patients are at the heart of everything we do, and pivotal to this are our nurses, whose dedication and compassion ensures that patients receive the very best care throughout their treatment. I wish you every success with your application to join our team, and be part of this amazing work.

A handwritten signature in black ink, appearing to read 'Eamonn', is shown on a white background.

Best wishes  
**Eamonn Sullivan, Chief Nurse**

## Job title

Healthcare Assistant (HCA) or Phlebotomist

## Terms and Conditions of Service

Trust Terms and Conditions of Service

## Grade

Band 3

Location Outpatients Sutton

## Reports to

Departmental Sister

## Accountable to

Matron

### 1. Job Purpose

- 1.1 The Health Care Assistant (HCA) is an integral member of the team in the Outpatients department (OPD) caring for a variety of patients who attend OPD for clinical review. The post-holder will be responsible for supporting the nursing staff by assisting with clinical duties as well as administrative duties as directed by the registered nursing staff.

### 2. Job Summary

**2.1** The HCA will assist the nursing team in this fast paced unit by supporting the management and co-ordination of all patients whom attend for, treatment and medical reviews within the department.

**2.2** The HCA role is essential for the smooth running of OPD; the post holder will demonstrate flexibility and good communication skills. Working closely with the nursing and medical teams within the department. The post holder will also have the opportunity to learn new skills and even care for their own patient case load under the supervision of the nursing team.

### 3. Key areas of responsibility

**These responsibilities will be carried out under the guidance of the shift co-ordinator.**

- 3.1.1 Monitoring and recording patients' vital signs (including blood pressure, pulse, temperature, oxygen saturation) and reporting any abnormal results to registered nursing staff.
- 3.1.2 Measuring and recording patients' height and weight
- 3.1.3 Checking patients MRSA status on arrival to OPD, under the supervision of senior nursing colleagues and screening patients if required
- 3.1.4 Checking patient's identification on arrival to unit and allergy status.
- 3.1.5 Performing venepuncture, venous blood sampling and cannulation
- 3.1.6 Undertakes clinical tasks relevant to the patients in OPD, following competency sign off, for example, ECG, urinalysis, MRSA screening swabs, recording of allergies on EPR, venepuncture and cannulation.
- 3.1.7 Assists the nursing staff with the smooth running of clinics. Escorting and chaperoning patients where applicable.



- 3.1.8 To provide support and supervision for the Band 2 HCAs working in the department.
- 3.1.9 Demonstrates an understanding of infection control issues including attendance at mandatory training; an understanding of policy and procedure and accept responsibility for their own infection control practice and a willingness to challenge others' practice.
- 3.1.10 Demonstrates an understanding of nursing care plans and utilises them in line with trust policy and procedure.
- 3.1.11 Understands the dietary needs of patients and utilises diet charts and fluid balance charts appropriately. Working alongside and liaising with members of the MDT as appropriate.
- 3.1.12 Undertakes patient transfer and escort duties
- 3.1.13 Collecting patient's/patients' medications from pharmacy
- 3.1.14 Collects blood products from the laboratory in accordance with the hospital transfusion policy (The post holder will only perform this task after training and assessment of competency as per trust policy )
- 3.1.15 Assisting in the provision of basic care to patients so as to ensure their comfort, cleanliness and well being.
- 3.1.16 Reporting to nurses any problems arising during observation of, or conversations with, patients and carers.
- 3.1.17 Co-operating with all colleagues to maintain a presentable and safe environment. Ensuring that all patient/public areas (including bedside where applicable) and utility rooms are clean and tidy at all times, and informing an appropriate member of staff when the required standard is not maintained.
- 3.1.18 Preparing dressing/procedure trolleys, initially under the guidance of registered staff and following completed competency these tasks can be undertaken independently.
- 3.1.19 Assisting nursing and medical staff where required with various clinical procedures, as delegated appropriately by a registered nurse.
- 3.1.20 Cleaning equipment on a daily basis, including trolleys and drip stands.
- 3.1.21 To monitor ward equipment service/calibration history and in conjunction with the ward sister/charge nurse ensure all equipment is maintained as per trust policy
- 3.1.22 To report faulty equipment to the relevant department for repair
- 3.1.23 Collecting blood products from blood banks (subject to completion of part 1 blood transfusion competency)
- 3.1.24 Undertaking daily checks and documenting compliance or reporting repairs/faulty equipment as necessary, e.g. resuscitation trolley, oxygen and suction equipment, fridge temperatures, bed pan washers and emergency equipment plugged in, hand hygiene audits, bedside checks.
- 3.1.25 Ensuring stock levels of clinical and non clinical supplies are maintained Ordering and putting away stock. Rotating stock so that short expiry items are used first. Safely disposing of out of date stock.

- 3.2.1 Answering telephones and dealing with enquiries and/or taking messages.
- 3.2.2 Provide clerical support, including faxing, photocopying and filling as required.
- 3.2.3 Requesting and retrieving patients' notes from medical records as required.
- 3.2.4 Transferring medication charts/medications to and from pharmacy
- 3.2.5 Transferring laboratory specimens to laboratory

## **4. General**

- 4.1 The post holder has personal responsibility for safety as outlined in the Trust's safety policy and the Health and Safety at Work Act 1974.
- 4.2 This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.

## **5. Confidentiality and Data Protection Act**

- 5.11 All employees of The Royal Marsden NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff (please also see the Trust's policy on Whistleblowing). In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

## **6. Safeguarding Children and Vulnerable Adults**

- 6.1 All staff must be familiar with and adhere to the Trust's child protection and safeguarding adult policies and procedures. All staff are required to attend child protection and safeguarding adults awareness training, additional training and supervision regarding child protection relevant to their position and role.

## **7. Health and Safety**

- 7.1 All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

## **8. Customer Service Excellence**

- 8.1 It is the All staff are required to support the Trust's commitment to developing and delivering excellent customer-focused service by treating patients, their families, friends, carers and staff with professionalism, respect and dignity.

## **9. Emergency Planning**

- 9.1 In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic

## **10. Equality and Diversity Policy**

- 10.1 The Royal Marsden NHS Foundation Trust is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex and sexual orientation

## **11. No Smoking Policy**

11.1 There is a no smoking policy at this Trust

## 12. Review of this Job description

12.1 This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organization, in which case it will be reviewed in conjunction with the post holder

## 13. Employee Specification

Candidates must be able to demonstrate	Essential or Desirable	Assessed by
<b>Physical</b>		
Smart appearance	Essential	Interview
Good health / attendance record	Essential	Application / Interview
<b>Attainments</b>		
NVQ in Health & Social Care	Essential	Application
Cavendish Care Certificate	Desirable	Application
Previous experience of working in a hospital setting	Desirable	Application / Interview
Understanding of working with patients who ate critically and chronically ill	Desirable	Application / Interview
Knowledge of NEWs score	Desirable	Application / Interview
Phlebotomy experience	Desirable	Application / Interview
<b>Other Requirements</b>		
Good communication skills	Essential	Application / Interview
Good organisational skills	Essential	Application / Interview
Self-motivated	Essential	Application / Interview
Ability to work as part of a team	Essential	Application / Interview
Good communication skills	Essential	Application / Interview
Patience and understanding of patient's needs	Essential	Application / Interview
Ability to work under pressure	Essential	Application / Interview

Good communication skills	Essential	Application / Interview
Awareness of patient confidentiality	Essential	Application / Interview
IT skills (ability to enter patient data onto computer records)	Essential	Application / Interview
Literacy and numeracy skills	Essential	Application / Interview
Awareness of health and safety at work (eg manual handling, infection control)	Essential	Application / Interview
Flexibility to meet service needs (eg shift work, covering other departments)	Essential	Application / Interview

The above attributes have been identified by management to be necessary for this post, and will be used when short listing applicants for interview.